COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

October 11, 2002

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne Brathwaite Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider
Chief Information Officer

Subject: **STATUS ON BUSINESS CONTINUITY PLAN PROGAM SCOPE, TIME, AND COST ESTIMATES**

On July 2, 2002, your Board directed my office, together with the Chief Administrative Office/Office of Emergency Management (CAO/OEM), Internal Services Department (ISD), and the Auditor-Controller (A-C) to prepare scope, time, and cost estimates required for development of a countywide Business Continuity Plan (BCP) Program and report back to your Board within 120 days.

In responding to this request, the CAO and my office developed and distributed a business continuity questionnaire on August 27, 2002, to gather information from departments and County related agencies. Completed questionnaires were requested by September 30th, however, a number of departments and agencies have requested additional time to properly complete the questionnaire. Due to this delay, we are providing this status report and requesting an extension to January 15, 2003. By January 15, 2003, the project team will have received, reviewed and compiled the survey results received from all departments, as well as, developed a Request for Information (RFI) that will be required to assess the potential cost of obtaining specialized consulting services to ensure that a comprehensive BCP across all departments is achieved.

CURRENT STATUS/ACCOMPLISHMENTS

Following the passage of your motion, my staff established a BCP Program working group comprised of the CAO/OEM, ISD, DPW, and A-C, to develop an approach to respond to your Board's motion. The recommended approach involved the following:

(1)   Developing and distributing a BCP questionnaire to gather requisite scope information.
(2)   Preparing and distributing a Request for Information (RFI) document to identify BCP practice methodologies and to gather cost and time estimate information.
(3)   Formulating recommendations for a BCP Program framework and next actions.

BCP Questionnaire

A BCP questionnaire and introductory memorandum were prepared and distributed to departments and County agencies on August 27, 2002 with a requested completion date by September 30, 2002. In addition to County departments, other agencies (e.g. Community Development Commission, Los Angeles County Retirement Association, etc.) and the Superior Court were included due to the interdependencies of services and computer-based systems involved.

The information requested from departments and agencies included:

- Identification and classification of key services and processes.
- Impacts relating to the County and each department resulting from the inability to conduct operations for a prolonged period of time.
- Current state of preparedness to resume business operations following a disruptive event.
- Dependent Information technology (IT) support for resumption of time-sensitive services

To clarify requested information and to facilitate completion of the questionnaire, my office arranged an Administrative Deputy briefing and two general information sessions in September 2002. In addition, four conference calls where held to answer questions and to discuss various examples to assist departments with completion of the questionnaire.

Business continuity planning requires that organizations take a "holistic" approach to identify key services and activities required to support them. Consequently, respondents were requested to coordinate across their respective organization(s) to prepare questionnaire responses. A number of departments and agencies requested additional time to respond to the questionnaire.

As of Thursday, October 10, 2002, we have received 29 of the 43 surveys distributed. A review of the initial questionnaire responses identified over 300 critical, time-sensitive services that need to be recovered in less than two days. Approximately 70 percent of respondents indicated they have no plans in place to meet this recovery timeframe in case of a major outage.

BCP RFI

My office is finalizing an RFI to solicit information to identify proven BCP methodologies and to identify scope and cost information for such an effort. It is our intent to distribute the RFI and allow respondents approximately three weeks to reply. The vendor replies to the RFI will be used to provide the cost estimate requested by your Board.

If you have questions or require additional information, please contact Jon Williams or me at extension 4-2008.

JWF:JW:GM

c: Sharon Harper, Chief Deputy, CAO
      Tyler McCauley, Auditor-Controller
      Conny B. Mc Cormack, Registrar-Recorder/County Clerk
      Constance Perett, Administrator, CAO/OEM
      Chair, Information Systems Commission
      BCP Working Group

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